

SECTION 5

SPECIFIC ISSUES

The intent of Section 5 is to solicit responses from interested parties or strategic teams regarding a future competitive bid for statewide telecommunications services. While the State makes no guarantees to respondents who submit responses to this RFI that their recommendations will be included in an eventual RFP, this is an opportunity for the private sector community to provide input.

Please respond in detail to the questions in Section 5 and include additional information as considered relevant. This is especially important if the State has not addressed issues or stances your company considers vital to comment on. If not able to respond to all of the questions, the State is still interested in any response that you are willing to provide.

5.1. RFP Vision

The State is willing to explore a variety of options including but not necessarily limited to: utilizing single or multiple contractors; separate contractors for voice, video and data services, and for equipment; consideration of regional and/or statewide service provisioning (may be driven by type of service), and other viable contract structures that will help provide the best value to meet government business needs. The State will also consider the concept of contracted rates as the maximum price, with the capability to lower prices after contract award based on competition and negotiation, and/or other strategies to help keep prices competitive and quality of service high.

The new telecommunications service model(s) is expected to address the business needs and challenges of State and local government agencies and provide for a modern infrastructure with capability for rapid deployment of new technologies.

5.1.1. Scope of the Vision

Section 4 describes the CALNET vision and the services the State expects to obtain through a contractual agreement based on what is being provided today.

- 1) Please identify services the State should add or delete from the proposed model. Provide rationale for each addition and deletion.
- 2) What problems should the State anticipate in regard to unbundling voice and data services?
- 3) Can these services be delivered statewide? If so, which services?
- 4) If services cannot be provided statewide, please identify obstacles to delivering statewide services.
- 5) If it is not feasible to provide statewide services, what alternatives should the State consider?

- 6) What acquisition models do you recommend to adequately provide for fast, efficient, cost effective service delivery?
- 7) Describe how these models would take advantage of new and/or evolving technology, while meeting state acquisition requirements.

5.1.2. Evaluation and Selection Criteria

The State is interested in using a best value method of selecting contractor(s). The State will consider quality, risk, benefits, price (including payment terms), and service delivery options, among other things.

The Value Added Benefits acquisition process allows for the selection of a contractor(s) that may not be the lowest cost bidder.

- 1) What factors do you believe are most important for the State to consider in determining best value?
- 2) What specific evaluation criteria would you recommend be applied to each type of identified service? Please describe.
- 3) What other factors should the State consider as added value besides service prices?
- 4) Explain the value of these additional factors.
- 5) What other acquisition strategies would you recommend besides a best value method?

5.1.3. General Issues

- 1) The State considers the following **voice** network elements important. Please discuss the relevant issues and challenges in single contractor and multiple contractor environments, as they relate to the following:
 - Interoperability
 - Scalability
 - Transitional/Migration
 - Backward Compatibility
 - Reliability/Availability
 - Manageability/Serviceability
 - Testability
 - Security
- 2) What other elements or factors do you consider important for the State to consider in this area?

- 3) The State considers the following **data** network elements important. Please discuss the relevant issues and challenges in single contractor and multiple contractor environments, as they relate to the following:
 - Interoperability
 - Scalability
 - Transitional/Migration
 - Backward Compatibility
 - Reliability/Availability
 - Manageability/Serviceability
 - Testability
 - Security
- 4) What other elements or factors do you consider important for the State to consider in this area?
- 5) The State considers the following **video** network elements important. Please discuss the relevant issues and challenges in single contractor and multiple contractor environments, as they relate to the following:
 - Interoperability
 - Scalability
 - Transitional/Migration
 - Backward Compatibility
 - Reliability/Availability
 - Manageability/Serviceability
 - Testability
 - Security
- 6) What other elements or factors do you consider important for the State to consider in this area?

5.1.4. Leased State Facilities

The current contractor presently owns DMS-100 switching equipment located in leased State facilities at the following Sacramento, CA locations: 1115 P Street, 630 Sequoia Pacific Boulevard, and 2415 1st Avenue. The leases for these State facilities expire in 2008. The contractor(s) chosen as a result of an eventual RFP may be required to replace this equipment using the existing State owned outside plant.

- 1) What concerns, if any, should an eventual contractor(s) have with this leased State facility being utilized to provide telephone services?
- 2) How could these concerns be minimized by the State?

5.1.5. Market Planning/Timing

DGS/TD is trying to determine the scope and timing for an eventual competitive RFP that could be impacted by technological and regulatory issues.

5.1.5.1. Contract Term and Regulatory Issues

- 1) What term should the State consider for an eventual contract, including any option years, and why?
- 2) What regulatory/timing issues do you foresee having a positive or a negative impact on when new services, such as VoIP, should be deployed? Please explain.

5.2. Required Network Services

The State has requirements for a broad range of network, line side, data, and other telecommunications services. The State expects at a minimum, the services described in Section 4 as replacement services. The State is looking for additional or creative complementary solutions that provide added value or services to meet short and long term customer business needs.

5.2.1. Voice Network Services

5.2.1.1. Local Services

- 1) In your opinion, what is the best method of providing Consolidated Telecommunications Line Side/Local Services to governmental agencies?
- 2) What other Local Line Side Services (Consolidated or Non-Consolidated) should the State consider as viable products?
- 3) Please discuss the potential impact of IP services on the telecommunications environment. Please also discuss the potential impact of regulatory decisions regarding IP services, particularly with respect to surcharges, access fees, Enhanced 911, and universal service.
- 4) Which of the following Local Network Edge/Line Side Services should the State propose as optional services?
 - Multiple Cable and Wire Services

- Cable and Wire Maintenance
- Bundled Wireless data products and services
- Voice over Internet Protocol (VoIP) products and services
- Convergence Technology products and services
- Web Hosting and Security products and services
- Storage Area Networks and Security products and services
- Operational Support Systems
- Local Broadband products and services
- Telecommunications/IT Customer Premise products and services

5.2.1.2. Local Calling

The current contractor uses its own facilities, resale and subcontracting arrangements to provide local calling throughout California. This situation has led to difficulties in obtaining services from other carriers, as well as other issues related to the contractor working with carriers in a resale environment. Please share your recommendations for each item below.

- 1) Should the State continue to consider using resale arrangements? Please explain.
- 2) What other models exist for providing statewide local service?
- 3) What are the advantages and disadvantages of the other models?
- 4) If an eventual RFP included all State local business telephone services (1MB and Centrex/CentraNet type services, etc.), would you as a competitive contractor(s) be able to offer statewide competitive options?
- 5) Please describe in detail how local toll services should be provided.
- 6) Please describe in detail what billing increments for local toll services should apply and why.

5.2.1.3. Long Distance Calling

The State uses IntraLATA, InterLATA intrastate, interstate, and international long distance calling, and will require these services

in the future. The current contract provides for InterLATA long distance service in the LEC territories of California. Competitive alternatives must provide comparable or better service in ease of use. Autodialers are not an acceptable solution.

- 1) What competitive alternatives are available to the existing service? Please describe. Are they available now?

5.2.1.3.1. *Restricted Calling*

Some agencies may want to restrict the available terminating locations.

- 1) What limits can the State anticipate in terminating service?
- 2) What flexible classes of service for users can be achieved? Please describe.
- 3) Can certain user group calls be limited or restricted to only pre-approved destinations?
- 4) How flexible is this offering? What are the limits, if any?

5.2.1.4. Long Distance Access

In today's environment, agencies access long distance service either through switched access using pre-subscription (Feature Group D) or direct dedicated access.

- 1) What alternative methods for access are available?
- 2) Are there cost advantages for accessing a contractor service using these alternative methods?
- 3) Are there any other advantages or disadvantages?

5.2.1.5. Disaster Readiness

The State is seeking a disaster readiness service for planning, recovery services, on-net calling via private backbone network, coordination of the relocation of services, referrals, voice mail for emergency broadcast/announcement and service restoration, and other methods.

- 1) Is this level of functionality attainable? If so, how?
- 2) Would private network functionality impact service rates? If so, how?
- 2) What other requirements should the State include to meet the needs of public safety agencies' priority calls and restoration of service during an emergency?

- 3) Describe any specific networking systems or controls that are particularly related to public safety agencies that would be of value.

5.2.1.6. Disaster Recovery and Emergency Operations

- 1) Describe how the State should expect a network service to support critical voice and data communications during a disaster or emergency situation.
- 2) Describe how customer restoration should be prioritized in the event of a large network failure.

5.2.1.7. Advanced Intelligent Network Services

- 1) What advanced intelligent network capabilities are available that would benefit State communications?

5.2.1.8. Toll Free Services

The State is interested in flexible toll free services and the ability for users to manage those services. Of particular interest is an enhanced routing capability associated with advanced intelligent networking.

5.2.1.8.1. Functionality

- 1) What functionality should the State consider for toll free services? Please describe.
- 2) Describe any alternative technology that replaces Network Call Redirect/Long Distance redirect.
- 3) What enhanced routing capabilities are offered? Please describe.

5.2.1.9. 900 Services

- 1) What 900 services, if any, should the State consider? Please describe.
- 2) Are these 900 services currently available? If not, will they be provided in the future? If so, when?
- 3) What 900 service blocking capabilities are available?

5.2.1.10. 700 Services

- 1) The DGS/TD currently has a 700 service (Private Network Dial plan). What 700 services should the State consider in an eventual RFP? Please describe.

- 2) Are these 700 services currently available? If not, will they be provided in the future? If so, when?

5.2.1.11. Calling Card

- Section 4 describes the requirements for worldwide calling card service.
- 1) What worldwide calling card services can be provided?
 - 2) What features or capabilities can be provided? Identify and describe.
 - 3) What security measures are available to prevent fraudulent usage of calling cards?

5.2.1.12. Audio/Video/Internet Conferencing

Section 4 describes the requirements for audio teleconferencing.

- 1) What audio/internet conferencing services should the State consider? Please describe.
- 2) What video conferencing services should the State consider? Please describe.
- 3) Do you offer the above services as a combined package?

5.2.1.13. Call Centers

Section 4 identified the network based call center services the State is seeking.

- 1) Can each of these services be provided? If so, please describe how they can be provided.
- 2) Describe the other network based call center services the State should include in an eventual RFP.

5.2.1.14. Voice Over Internet Protocol

- 1) What VoIP technologies should the State consider?
- 2) What benefits and downsides should the State expect?
- 3) What business direction is your company taking with respect to VoIP?
- 4) How would the integration of VoIP technology with the services identified in this RFI be achieved?

5.2.1.15. Privacy

- 1) What requirements should the State include to provide privacy of voice communications?

- 2) Are there more stringent requirements available that should be applied to public safety agency communications?

5.2.1.16. Connection Charges

Under the current contract, the State is subject to connection charges for central office, network and PRI access connections to the long distance provider.

- 1) Would you charge for these services?

5.2.2. Line Side Services

The State expects the contractor(s) to provide line side telephone services, also referred to as class 5 services, on a statewide basis to be jointly used by multiple agencies.

- 1) What basic, enhanced business, and ISDN line services comparable to Centrex/CentraNet are available to the State? Please describe.
- 2) Are there any reasons why the State should not require the option for both low cost basic services and more sophisticated feature rich line side services in the same RFP?
- 3) Are Consolidated Line Side Services to enterprise customers offered at this time? If so, please describe.
- 4) Are Consolidated Line Side Services offered compatible/compliant with 911 services within California? If so, please describe.

5.2.2.1. Measured Business Line Service

- 1) Is basic measured business line service offered? If so what features are available?
- 2) Can this service be provided without changing the existing telephone numbers?

5.2.2.2. Consolidated Centrex Services

- 1) Can the consolidated line side services similar to those identified in Sections 3 and 4 be provided statewide? If the line side services are not similar, please describe the differences.
- 2) Are consolidated line side services provided with company assets or would partnering with other contractor(s) be required?

- 2) Can these consolidated line side services be provided without changing the existing telephone numbers?
- 3) What grades of service are offered for voice services as identified in Sections 3 and 4?

5.2.2.3. Music-on-Hold –Centrex System Source

The State has a requirement for music-on-hold for Centrex locations.

- 1) Can this music source be provided? Are there any restrictions on locations for this service? Please explain.

5.2.2.4. Additional Line Side Services and Features

In addition to the standard Consolidated Centrex/CentraNet services and features, the State requires the following set of optional services and features be offered:

- Network ACD (NACD)
 - ACD
 - ACD/MIS
 - CLASS
 - ISDN
 - Voice Mail
 - IVR
 - Enhanced statewide consolidated network service features
- 1) Are these Line Side services and features offered? If so, describe each optional service and feature available.
 - 2) Are there other line-side services and features the State should consider?

5.2.2.5. Network Automatic Call Distributor (NACD)

Several State agencies currently have a NACD in multiple, geographically diverse central offices; that form a virtual network call center.

- 1) Would this service/feature be available for State agencies? If so, describe how the NACD service/ feature for enterprise customers would be provided.

5.2.2.6. Automated User Controlled Moves and Changes

The State currently has and will require automated user controlled moves and changes features.

- 1) Is an automated user controlled moves and change feature system available? If so, please describe.
- 2) Does this system support Graphical User Interface?
- 3) Is an automated user controlled trunk side provisioning system? If so, please describe.

5.2.2.7. Voice Processing Services

The State requires voice-processing services on a statewide basis. In the State's consolidated services locations a minimum set of services are provided as outlined below.

5.2.2.7.1. Voice Mail

- 1) Describe the voice mail service features that would be available to the State.
- 2) Can a voice mail service that will be interoperable statewide be provided by your company? If so, please describe.
- 3) How would you propose voicemail services be provided by your company? Do you have the capability to provide integrated messaging services that would incorporate e-mail, the internet, etc.?
- 4) What other options for voice mail provisioning would you suggest?

5.2.2.7.2. Interactive Voice Response (IVR)

- 1) Please describe your IVR system and its scalability.
- 2) Please describe statewide interactive voice response service that will function as a single service.
- 3) If not available statewide, how would statewide IVR service be provided by your company?
- 4) What other options for IVR provisioning would you suggest?

5.2.2.7.3. Automated Attendant

- 1) Please describe and include relevant information on this service and how it would be provided.

5.2.2.7.4. Voice Forms

- 1) Please describe and include relevant information on this service.

5.2.2.7.5. FAX on Demand

- 4) Please describe and include relevant information on this service.

5.2.2.7.6. Security

- 1) Describe the security features available to prevent unauthorized access to voice or Computer/ Telephony Interface processing services that you would propose.
- 2) Are there other consolidated, or non-consolidated, Line Side services security options the State should consider? If so, please explain.

5.2.2.7.7. Additional Features

- 1) What other voice processing features should the State consider?

5.2.2.8. Call Centers

In Section 4, the State outlined minimum requirements for call center services including Automatic Call Distributor (ACD), announcements, Management Information System (MIS), Computer Telephony Interface and Intelligent Call Router.

- 1) Can each of these services be provided? If so, please describe.
- 2) Are there other call center services the State should consider in an eventual RFP? If so, please describe.

5.2.2.9. Privacy

- 1) What requirements should the State include to obtain privacy for line-side communications?

- 2) Are there more stringent requirements available that the State should consider to be applied to public safety agency communications?

5.2.2.10. Disaster Recovery and Emergency Operations

- 1) Describe how the State should expect a line-side service to support critical data communications during a disaster or emergency situation.
- 2) Describe how customer restoration should be prioritized in the event of a large network failure. How would you incorporate the Telecommunications Service Priority system established by the FCC?

5.2.3. Data Services

5.2.3.1. General

Most of the existing or proposed data services were described in Sections 3 and 4.

- 1) What other types of data services should the State consider? Please explain the reasons for inclusion of specific services.
- 2) Should the State establish a single data network or multiple data networks? Please explain.
- 3) If one statewide network cannot be achieved, how can network management and interoperability of multiple networks be provided?
- 4) What is required to provide and support an enterprise wide data network including the required wide area networking and metropolitan area networking services?
- 5) Identify any barriers in implementing open architecture standards, and identify any exceptions.
- 6) Presently DGS/TD requires private line services purchased as “fast restoration” service. What parameters and measurements of service restoration are available?
- 7) What scalability requirements for data services can be achieved?
- 8) What survivability requirements for data services can be achieved?

5.2.3.2. Emerging Technologies

The State is interested in utilizing emerging technologies for increased bandwidth availability at lower operating costs/rates.

- 1) What emerging technologies should the State consider for increased bandwidth availability at lower operating costs/rates?
- 2) Identify any statewide deployment constraints that should be considered.
- 3) Identify in detail the measurement criteria applicable to SLA performance for each technology.
- 4) What impact analysis information relative to new or alternative technologies is available?

5.2.3.3. Application Types Supported

- 1) Describe how the State should expect the proposed data service offerings to be supported:
 - Messaging
 - Transaction processing
 - Host-based processing from remote terminals
 - Client/server applications
 - Web site access
 - Internet access
 - Internet Domain support
 - Converged technologies
 - Other considerations

5.2.3.4. Network Management

- 1) Identify how management reports, including reports on traffic patterns, circuit utilization, fault detection and diagnosis, and maintenance can be made available to the State and end users.
- 2) The State is interested in obtaining network management services that offer additional information, specifying near real-time circuit utilization display, trouble ticket tracking, order tracking, inventory reporting, and historical and trend reports. The information must be partitionable to ensure privacy between end users. How would you provide this type of service? Please describe.

5.2.3.5. Security

- 1) Identify how stringent security standards should be provided to the State. Of special concern is the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised.
- 2) Describe how the required network security for each proposed service should be provided.

5.2.3.6. Disaster Recovery and Emergency Operations

- 1) Describe how the State should expect a data service to support critical data communications during a disaster or emergency situation.
- 2) Describe how customer restoration should be prioritized in the event of a large network failure.

5.2.3.7. Fault Recovery

- 1) Redundancy, rapid failure detection, and rapid recovery are essential characteristics by all agencies. Please describe data service offerings that would provide this support to the State.
- 2) Some State data centers use a hot site for backup of their data centers. These sites may be anywhere in the United States. What services would be offered?

5.2.3.8. Connection Charges

The State does not pay any Access Coordination Fees, Central Office Connection Charges, or Primary Rate Interface Access Charges to the Long Distance Provider under the current contract for Extended Dedicated Services, Switched 56, InterLATA Frame Relay (Primary), InterLATA and IntraLATA Frame Relay (Backup), and ATM Data Services Extended Frame Relay, VPN (remote LAN Dial) or Extended ATM.

- 1) What connection charges, if any, should the State expect to pay in an eventual contract?

5.2.3.9. Customer Service

The State is interested in obtaining a centralized 7 X 24 help desk that provides:

- Support for a full range of transport services

- Support for a full range of service classes
- Support for a full-range of access speeds
- Support for legacy equipment
- Support for time division multiplex networks
- Option to monitor routers, CSU/DSUs and FRADs
- Option for full-service router consulting at a fixed fee
- Option for turnkey interconnection services
- Available consulting and network planning services
- Trouble call tracking with rapid resolution and confirmation call to customer

- 1) Is this level of customer service feasible? Please explain.
- 2) What other functions should the State consider?

5.2.3.10. Public Access

- 1) How can the State provide limited public access to State agency data services while maintaining security?

5.2.3.11. Additional Services

- 1) How would support for legacy dial-up network services be provided?
- 2) What local loop alternatives would benefit the State?
- 3) What video conferencing network solutions, including transport and protocols, are recommended?

5.2.3.12. Privacy

- 1) What requirements should the State include to assure privacy of data communications?
- 2) Are there more stringent requirements available that the State should consider to be applied to public safety agency communications?

5.2.4. Other Services

5.2.4.1. Building Wiring

- 1) Are the building wiring services identified in Section 4 feasible?

- 2) What building wiring services should the State include in an eventual RFP.

5.2.4.1.1. Installation Intervals

The State requires standard installation intervals for service types.

- 1) Are there any regulatory constraints that would prevent compliance with this requirement?
- 2) What are other service installation intervals should the State consider in an eventual RFP?

5.2.4.2. DGS Sacramento Fiber Loop Facilities

- 1) Is it feasible to expect future contractor(s) to assume the maintenance responsibility of the existing fiber facilities for the duration of the eventual contract?
- 2) How should State owned fiber facilities be utilized in conjunction with other State services?
- 3) How should existing services on State owned fiber facilities be managed and maintained?
- 4) What concerns should the State expect in regard to the direct use of fiber loop facilities by State agencies concurrent with State services?
- 5) How should maintenance be provided for added segments of the fiber ring that may be installed by others?

5.2.4.3.DGS Outside Plant Copper Facilities

- 1) What concerns should the State expect in regard to the use of State-owned copper facilities?
- 2) DGS often has multiple agencies or buildings on one contiguous property that are separately funded, built or occupied at different times. Currently, the State incurs secondary Minimum Point of Entry (MPOE) charges. How can the State avoid incurring these charges?

5.3. Optional Customer Premise Equipment and Support

- 1) How should the State propose to convert the existing services to proposed solutions while maintaining service integrity?
- 2) Identify any concerns the State should address in an eventual RFP.
- 3) How should statewide support be provided for these optional items?

- 4) Can you provide equipment from a variety of major manufacturers? Please explain.
- 5) Can you provide support services for equipment from a variety of major manufacturers? Please explain.
- 6) What new equipment and support services should be included in an eventual RFP to support the proposed solution?

5.4. End User Support

Section 4 outlines the planned support function of the contractor(s) and DGS/TD for activities related to State agency acquisition of telecommunications services as defined in this RFI.

5.4.1. General

- 1) What is your understanding of the appropriate relationship between agency, contractor(s), and DGS/TD with regard to end user support, including services, planning, design, provisioning, and training?
- 2) Local government agencies may also receive or obtain services from State contracts. Please describe your understanding of this relationship in the context described in 1) above.

5.4.2. Services

- 1) Provide a description of end user support services your company currently provides that most closely reflect the requirements as defined in the current CALNET contract.
- 2) What modification would be made to accommodate the State's requirements?

5.4.3. Planning

- 1) How should the State expect the end user service planning requirements as defined in Section 4 be supported?

5.4.4. Design

- 1) How should the State expect the end user service design requirements as defined in Section 4 be supported?

5.4.5. Provisioning and Implementation

Section 4 describes the expectations of DGS/TD regarding provisioning and implementation.

5.4.5.1. Timeframes

- 1) What timeframes should the State expect to provision the various services defined in Section 4 (from receipt of a valid service request to acceptance by the end user)?

5.4.5.2. Electronic Access for Users

- 1) Describe how the State and end users would be provided electronic access into a contractor supplied service provisioning (ordering) and change management process/system.
- 2) What problems should the State expect?
- 3) How should the State modify its expectations to promote compliance?

5.4.5.3. Status

- 1) How would end users obtain the status of service requests or Centrex changes? Please explain in detail.

5.4.5.4. Contract Performance

- 1) What tools should the State obtain to monitor the contractor(s)'s performance in delivering service in the intervals specified?

5.5. Marketing

Section 4 outlines a proposed service marketing arrangement between the contractor(s) and DGS/TD through development of a formal market plan. It is not the State's intention to restrict in any manner the contractor(s)'s right to market other products and services to government agencies. However, with respect to contracted services, it is imperative that there is complete understanding of the business relationship between the contractor(s), the DGS/TD, and the agencies in the manner in which services are presented (marketed) to customers. It is also expected that marketing support will be provided at no cost to the State.

5.5.1. General

- 1) What is your understanding of the appropriate relationship between the contractor(s), and DGS/TD with regard to the development of a formal marketing plan?
- 2) In addition to the marketing requirements outlined in Section 4, are there any other requirements that the State should consider? Please describe.

5.6. Training

5.6.1. User Training

- 1) What types of training should be provided to meet the State's user training needs?

5.6.2. General Telecommunications Training

As described in Section 4, the State requires classroom training.

- 1) What facilities could be provided to accommodate these activities?
- 2) What level of support should be provided by your company for general telecommunications training?
- 3) What training courses could be developed and provided by your company?

5.6.3. DGS/TD Staff Training

As described in Section 4, the State requires training for DGS/TD staff to perform and maintain skills in general telecommunications technical and related business matters. How should the State expect this requirement to be met? Please describe.

5.7. Invoicing Services

Under the current contract the State utilizes an integrated billing system for contractor services.

- 1) In a new contract do you believe it is possible for integrated or standardized billing to be provided between multiple contractors? Describe the challenges.
- 2) In a new contract do you believe it is possible for integrated or standardized billing to be provided between various subcontractors? Describe the challenges.
- 3) To your knowledge, have there been any efforts in the industry to standardize invoices for telecommunication services? Please describe.

5.7.1. Invoicing System for Voice & Data Services

- 1) Describe in detail how the billing system requirements for voice and data services identified in Section 4 should be met.
- 2) Describe what increments you bill for usage services. Address both initial period and ongoing billing.

- 3) The contractor(s) must be able to add and populate any required field for invoicing validation, at no expense to the State. Is this requirement feasible? If not, explain why.
- 4) What California regulatory (CPUC) surcharges are applicable to the consolidated line side products/service types? Please explain.

5.7.2. *Invoice Audits*

- 1) How should audits for major and minor issues identified in Section 4 be performed? Please describe.
- 2) What tools should the State expect to validate audits?
- 3) How should audit information be reported to the State and end users?
- 4) The State requires access to any end-user's (State or local agency) billing records for the purpose of auditing contract rate compliance. What should the State consider in auditing for contract rate compliance? Please explain.

5.7.3. *Late Payment Charges*

Under the current contract, invoices for all contracted services less than 90 days in arrears are not subject to late payment charges.

- 1) Can you meet a similar requirement in a new contractual arrangement? Please explain.

5.7.4. *Minimum Monthly Service Charges*

Under the current contract, the State is not subject to monthly minimum usage charges for any contracted service unless specifically approved by DGS/TD.

- 1) Can you meet a similar requirement in a new contractual arrangement? Please explain.

5.7.5. *Administrative Fee Collection*

In a new contractual arrangement, the State will require the contractor(s) to bill and collect a contract administrative fee (rate(s) to be determined by DGS/TD) on applicable contracted services. This fee would be included in the amount charged for those services to end users pursuant to the contract. The contractor(s) are expected to remit payment for the revenue collected on this administrative fee to DGS/TD on a monthly basis at no additional cost.

- 1) Can this requirement be met? Please explain.
- 2) Are there alternatives the State should consider?

- 3) How soon after the billing cycle can payment be remitted to DGS/TD for administrative fees collected?

5.7.6. Contractor Access

In a new contractual arrangement, the State will require a toll free number for billing related questions and adjustments on contracted services.

- 1) How could immediate access for customers to obtain billing information, resolve billing issues, and seek adjustments of bills be provided? Please describe in detail.
- 2) What other considerations are important for the State to consider?

5.7.7. Fraud Detection

- 1) Describe in detail how fraud/abuse detection, prompt client notification and corrective action programs to reduce the State's vulnerability to fraudulent activities should be provided.
- 2) What additional fraud/abuse monitoring programs should the State consider in an eventual RFP?

5.7.8. Invoice Oversight

In a new contractual arrangement, the State will exercise contract oversight and management to ensure that the contractor(s) is/are accurately invoicing agencies according to the terms and conditions of the CALNET contract. Oversight and management shall include, but not be limited to the following:

- Invoice management tools (Section 4) to assist in the monitoring of the accuracy of invoices (i.e. correct order entry such as adds, changes, and/or deletes; and correct rates, dates of service, quantities, etc.).
 - Monitoring the accuracy of the Service Level Agreement rebates.
 - Reconciling anticipated administrative fee revenues with contractor monthly checks.
 - Performing cost recovery analysis and adjusting administrative fee rate(s) as necessary.
 - Performing periodic audit of agency invoices and service requests to verify accuracy of applied charges and effective use and application of service offerings.
- 1) What tools could be provided to the State to exercise thorough invoice oversight based on the above information?
 - 2) What other management and oversight activities should the State consider including in an eventual contract?

5.7.9. *Billing Adjustments*

The State's proposed billing adjustment requirements are identified in Section 4.

- 1) Are the timeframes for receiving billing adjustments in Section 4 feasible? If not, please explain.

5.7.10. *Summary Reports*

- 1) Is it reasonable to expect billing summary reports described in Section 4 to be generated from the invoicing system? If not, what would you suggest?
- 2) What would be the industry standard turnaround time to provide monthly reports after billing for services?

5.8. State Management and Oversight

5.8.1. *Service Level Agreements*

Current Service Level Agreements (SLAs) have been identified in Section 3. Section 4 proposes industry standard or better SLAs.

Please provide what you believe are industry standard service level standards for each service listed in Section 3. Include measurement criteria you believe would meet those standards for the following areas:

- Provisioning
 - Performance
 - Fault management
 - Account management
 - Security management
- 1) What technical measurements are applicable for technologies the State may consider?
 - Provide service level agreements for each service. Include measurement criteria for the following areas:
 - Provisioning
 - Performance
 - Fault management
 - Account management
 - Security management

- 2) The State currently uses Mean Time To Repair (MTTR) and Time To Repair (TTR) measurements. What type of measurement should the State consider? Please explain.
- 3) How are outages calculated? Is the network proactively monitored and tickets are automatically opened, or only when customers report outages? Other methods?
- 4) How is end-to-end SLA compliance ensured? How should the State be kept informed of SLA compliance?
- 5) What other performance assurances and guarantees should the State expect in the delivery of services across geographically diverse, multi-service provider telecommunications territories or boundaries?

5.8.2. Contractor Provisioning Management

The States seeks guidance in establishing provisioning performance requirements.

- 1) Describe what are reasonable performance requirements in following areas:
 - Routine voice service orders
 - Routine Toll Free service orders
 - Routine Calling Card orders
 - User on line provisioning
 - Routine building wiring moves, adds, and changes
 - Expedite building wiring moves, adds, and changes
 - Private line service orders
 - Project work as defined in Section 4
- 2) How should the State collect data to validate the performance? Please describe.

5.8.3. Contractor Performance Management

- 1) Describe the reasonable performance requirements for items listed in Section 4:
 - a. Voice Services
 - Call completion percentage.
 - Grade of service.

- Dial tone availability.
- Maximum call setup time.
- Other.

b. Private Line Services

- Comply with industry standards.
 - Percent availability
 - Fast restoration time
- 2) Are there other service performance parameters that should be included for consideration?
 - 3) How should the State independently determine performance accomplishment?
 - 4) What grades of service should the State specify and under what conditions? P.01 grade of service is being considered for end-to-end during busy hour.

5.8.4. Contractor Fault Management

- 1) The current contract categorizes outages by the definitions of minor, major, category 1, 2, or 3. Describe the industry standard for categorization of network outages. Please describe in detail recommended performance requirements.
- 2) Are there other issues the State should consider?

5.8.5. Account Management

5.8.5.1. Service Trouble View

- 1) What tools should the State expect that would provide access to records on a reported customer or network troubles, and to corrective activity plans and schedules?

5.8.5.2. Contractor Access

- 1) How can the State achieve enhanced communication and coordination capabilities with responsible contractor staff at levels beyond normal trouble reporting and initial order submittal processing?

5.8.5.3. Customer Problem Escalation

- 1) What processes or procedures should the State consider to escalate customer problem resolution?

- 2) Describe in detail what escalation criteria the State should consider.

5.8.6. *Fiscal Management*

The State will exercise contract oversight and management to ensure that the contractor(s) is providing contracted services to agencies according to the terms and conditions of the applicable contract as well as to validate projected cost/benefit to the State.

- 1) What information should be provided to support the State in meeting this requirement?

5.8.6.1. Summary/Detail Reports By Products/Services

The report expectations are outlined in Sections 3 and 4.

- 1) Please describe in detail the reports the State should expect. How should these reports be provided?
- 2) What minimum turnaround time to provide these monthly/semi-monthly fiscal reports is feasible?

The State requires data to create custom reports on a monthly basis.

- 3) How should the data be formatted and provided to meet this requirement?

5.8.6.2. Summary/Detail Reports By Agency/Customer

The report expectations are outlined in Sections 3 and 4.

- 1) Please describe in detail the reports the State should expect. How should these reports be provided?
- 2) What minimum turnaround time to provide these monthly/semi-monthly fiscal reports is feasible?

The State requires data to create custom reports on a monthly basis.

- 3) How should the data be formatted and provided to meet this requirement?

5.8.6.3. Fiscal Revenue Reports

The report expectations are outlined in Section 3 and 4

- 1) Please describe in detail the reports the State should expect. How should these reports be provided?
- 2) What minimum turnaround time to provide these monthly/semi-monthly revenue reports is feasible?

The State requires data to create custom reports on a monthly basis.

- 3) How should the data be formatted and provided to meet this requirement?

5.8.7. *Management Tools/Reports*

- 1) What technical tools should be provided for oversight of the network/networks for enforcement of performance service level agreements?
- 2) What reports should be provided for oversight of the network/networks for enforcement of service level agreements? Please describe the process in detail.
- 3) Can a service offer customers additional data specifying near real-time circuit utilization display, order tracking, historical and trend reports? Can this information be partitioned? Please define near real-time criteria.
- 4) Can these tools be made available to the State at no charge? If not, what should the charge be?
- 5) Could these tools be made accessible to all customers?
- 6) Explain in detail if it is feasible for the State to expect a network trouble reporting system that includes the following criteria. Also, explain in detail how this could be accomplished:
 - Provides customers online access to real-time trouble ticket status and archived tickets.
 - Stores historical ticket data. What timeframes should the State consider?
 - A ticketing system that provides the following minimal information: Agency ID, address, service type ID, circuit/phone number, equipment ID, stop clock code(s), start date, start time, restored date, restored time, responsible duration, total duration, cause code, chronological order of events (text).
 - Monitors the network alarms and self-reports trouble tickets.
- 7) Are there SLAs for these tools? If so, what are they?
- 8) Could monthly rebate reports be provided to the State and end users? If so, please describe the general process and format that should be used. If not, explain why.
- 9) Can detailed reports for each service be provided that include, at a minimum, the following data fields?

- Agency ID (ID system provided by DGS/TD)
- Agency name
- Service type identifier
- Service type name
- Quantity of each service type at the end user location (i.e., Frame Relay DS0)
- Billing account number
- Billing street number
- Billing city
- Billing zip code
- End user “A” location street number
- End user “A” location city
- End user “A” zip code
- End user “Z” location street number (when applicable)
- End user “Z” location city (when applicable)
- End user “Z” zip code (when applicable)

5.8.8. *Management Tools/Invoices*

- 1) What management tools and reports should be provided to the State to monitor the invoicing system?
- 2) How would the State be able to validate the accuracy of information provided?

5.8.9. *Security Management*

- 1) Describe how stringent security standards based upon the transmission of confidential or sensitive data should be provided.

5.8.10. *Cost Reduction Plan*

For the term of the proposed contract(s), the State expects to receive the lowest cost for services, or like services, offered by the contractor(s) to any government customers that purchase services from this contract.

- 1) What terms and conditions should the State include to ensure that it continues to receive the best market prices for telecommunications services throughout the term of the proposed contract?

5.9. Contract Compliance

Successful contract compliance is essential to a healthy public/private partnership. The expectations of both partners must be clearly understood up front. To ensure the partnership is healthy, there must be well-defined rewards for success as well as penalties for failure.

- 1) What incentives should the State propose for sustained quality service? How should the State define quality for each service? Please be specific.
- 2) The State expects to require the establishment of an off-ramp process for any eventual contract. The State recognizes that the proposed RFP is very complex and that the contractor(s) may not be able to deliver all services required. Rather than default the contractor(s) on the entire contract, the State may wish to assess a financial penalty, reduce the contract amount, remove the service from the contract, and proceed with implementing the remainder of the contract.

The State also recognizes that failure to deliver a significant amount of the services makes the contract ineffectual. At some level of non-performance The State may wish to cancel the contract in total, assess a financial penalty, and move forward with obtaining services through other means. The State would like to define these terms and conditions in an eventual RFP.

What is your opinion of this concept and what are your comments regarding using this approach?

5.10. Implementation/Conversion Strategy

- 1) What implementation strategy should be proposed that would result in no additional cost and remain transparent to end users, and include maintaining existing user telephone numbers and ease of dialing?
- 2) The State expects transition of current services into the new contract(s), and from the new contract(s) into the next contract(s), to be completed based on an implementation or transition schedule. How can the State ensure that transition project milestones are achieved?
- 3) The State expects the need for a transitioning services at various times during the contract, from one contractor to another as appropriate. What process would you suggest to facilitate this?

5.11. Information Regarding Other State and Government Contracts

- 1) Do you supply voice/data/video services contractually to other state or local governments? If so, please identify the state and briefly describe the services.

- 2) How do you add evolving or emerging technologies under existing state contracts in those states where you provide services? Please provide examples of executed contract language or, if the contract language is available by website, please provide the website address.
- 3) Have you negotiated IT Telecommunications contract Service Level Agreements with other states? Please provide a brief summary of contracts you have won, and the general terms.
- 4) Do your government customers use a third party contract manager for any level of oversight? Please provide a brief summary.
- 5) Do your government customers use a third party contract manager for any level of billing? Please provide a brief summary.
- 6) Other states have obtained services by aggregating voice services by service type, location, or region through a consortium of providers. Have you participated in such an arrangement? If so, please describe how services were provided and comment on your experience.
- 7) Some states provide separate contracts for voice and data services. Have you participated in such an arrangement? If so, please cite examples by state and comment on your experience.
- 8) If you have provided contracted services where voice and data services were provided in separate contracts, has this separation made it easier or harder to add new or converging technologies to the contract, and why?